

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to and RFO. Vendor is responsible for reading all addenda associated with the RFO.

# IT Professional Technical Services

## SITE Program

T#:14ATM

**Request for Offers (RFO) For Technology Services Issued By**

**DEED Unemployment Insurance Division**

**Project Title: UI Project/Program Manager**

**Category: Program/Project Management (1 resource)**

### **Business Need**

Based on the newly developed Project Management Methodology, there is a need to roll-out and continue monitoring various process changes, methodologies and tools. The Unemployment Insurance Program is in need of a skilled Project Manager to aid in the facilitation of new initiatives to meet our strategic goals. Over the past few months a new tool-kit has been developed and piloted for the management of projects within the UI System Projects unit. With the successful pilot completed there is now the need to roll-out the tool-kit for all initiatives in the future. The Project Manager will be responsible for training, mentoring and coaching Unemployment Insurance Business Analysts and Project Managers in the use of the new tools and methodology developed, and additional tools as deemed necessary. A piece of the Project Management Methodology requires creating a prioritized backlog for UI Program technology initiatives. The Project Manager will assist in creating a more robust methodology to be used in receiving system enhancement requests from the UI Program and then establishing a comprehensive UI Program System Enhancement backlog. This includes integration with system security, architecture, software upgrades and operational requirements in the near future.

### **Project Deliverables**

- Training, mentoring and coaching Unemployment Insurance Business Analysts in new recently developed tools and methodology
- Develop methodology for processing incoming system enhancement requests from the UI Program
- Creation of a comprehensive UI Program System Enhancement/project backlog.  
Includes integration with system security, architecture, software upgrades and operational requirements in the near future.

### **Project Milestones and Schedule**

- Anticipated Engagement Start Date: November 28, 2016
- Anticipated Engagement End Date: April 15, 2019
- The State will retain the option to extend the work orders in increments determined by the State.

### Project Environment

- The Unemployment System Projects unit consists of nine Business Analysts/Leads. This unit is responsible for implementing UI system enhancements on a quarterly basis. Therefore there are multiple projects active at any given point of time. These Business Analysts will be the resources who are trained in the new methodology and developed tools.
- The creation of the backlog will require integrating with many areas of the program as well as technical partners in MN.IT.

### Project Requirements

- Training materials will be developed and maintained in common repository
- Training will be done onsite with Business Analysts/Leads
- Methodology documentation will be created and maintained for creation of a system backlog

### Responsibilities Expected of the Selected Vendor

- Vendor shall provide the UI Program documentation used for training, coaching and mentoring as a means to transfer knowledge.
- Vendor shall also provide any templates or tools during the duration of this contract.
- Work must comply with applicable industry/agency standards
- Resources must be able to work independently, with little or no supervision.
- Resources must be available for (40) hour work weeks except for State holidays or other exceptions approved by DEED – Unemployment Insurance Program.
- All work will be conducted onsite Monday through Friday 8:00-4:30

### Mandatory Qualifications

**(To be initially scored as pass/fail. Thereafter, proposed resource(s) that meet the Mandatory Qualifications will be scored in part on the extent to which the resource exceeds these mandatory minimums. See RFO Evaluation Process, below.)**

- Propose an hourly rate at or below vendor's Max Hourly Rate for the category.

Skill/Experience	# Years Required
Experience in strategic planning for governmental agencies	5 Years
Experience developing methodologies, management tools and resource plans for ongoing management of projects in order to meet strategic goals.	5 Years
Program/Project Management experience in a government setting	5 Years
Experience coaching, training and mentoring on project management tools and methodologies.	5 Years

**Desired Qualifications**

<b>Skill/Experience</b>	
Extensive knowledge of or experience with Unemployment Insurance Programs	

**Process Schedule**

<b>Process/Milestone</b>	<b>Due Date</b>
Deadline for Questions	November 4, 2016 at 2:00 PM CST
Anticipated Responses to Questions Posted	November 7, 2016
Proposals Due	November 10, 2016 at 2:00 PM CST
Anticipated proposal evaluation complete	November 18, 2016
Anticipated work order start	November 28, 2016

**Questions**

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: **Lynette Podritz**

Organization: **MN.IT Services**

Email Address: [MNITContracts@state.mn.us](mailto:MNITContracts@state.mn.us)

Subject Line: **RFO0158 Questions**

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

**RFO Evaluation Process**

- Cost (30%)
- Strategic Planning Experience (20%)
- Program/Project Management for Government (20%)
- Coaching, Mentoring and Training on Project Methodologies and Tools (20%)
- Unemployment Insurance Experience (10%)

**This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.**

## Submission Format

The proposal should be assembled as follows:

### 1. Cover Page

Master Contractor Name  
 Master Contractor Address  
 Contact Name for Master Contractor  
 Contact Name's direct phone/cell phone (if applicable)  
 Contact Name's email address  
 Resource's Name being submitted

### 2. Overall Experience:

- A. Mandatory (Pass/Fail) and Desired Qualifications.** Responder must establish that the proposed resource meets the mandatory qualifications under this RFO by attaching a resume identifying the companies and contacts where the resource has demonstrated the mandatory qualifications. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) If the proposal and resume do not demonstrate that the resource meets all of the mandatory qualifications, the State will discontinue further scoring of the proposal. If applicable, responder should also provide information demonstrating the desired qualifications. ***You must copy the chart below and insert it into your proposal with information filled out to indicate how the proposed resource satisfies each mandatory qualification,***

RESOURCE NAME:		
Mandatory Qualifications	Years	Description of how the resource satisfies and demonstrates the qualification (Yes/No is not sufficient)
Experience in strategic planning for governmental agencies	5 years	
Experience developing methodologies, management tools and resource plans for ongoing management of projects in order to meet strategic goals.	5 years	
Program/Project Management experience in a government setting	5 years	
Experience coaching, training and mentoring on project management tools and methodologies.	5 years	
Desired Qualifications	Years	Description of how the resource satisfies and demonstrates the qualification (Yes/No is not sufficient)

Knowledge of/or experience with Unemployment Insurance Programs	3 years	
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- B. **References.** Provide the names of two (2) references who can speak to the resource's work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project the resource completed. The State reserves the right to contact proposed resources' references and to adjust scores on the written portion of the proposal based on additional information derived from the reference checks.
3. **Cost Proposal.** Must be in a SEPARATE DOCUMENT and not listed in any other place in your submission. Include a separate document labeled "Cost Proposal" which includes the name of the resource being submitted and their proposed hourly rate.
4. **Additional Statement and forms:**
- A. Conflict of interest statement as it relates to this project
  - B. [Affirmative Action Certificate of Compliance](#) (required if vendor proposal exceeds \$100,000, including extension options)
  - C. [Equal Pay Certificate](#) (required if vendor proposal exceeds \$500,000, including extension options)
  - D. [Affidavit of non-collusion](#)
  - E. [Certification Regarding Lobbying](#) (required if vendor proposal exceeds \$100,000, including extension options)

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

#### Proposal Submission Instructions

- **Vendor is limited to submission of 1 resume/candidate in response to the Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
  - Lynette Podritz, [MNITContracts@state.mn.us](mailto:MNITContracts@state.mn.us)
  - Email subject line must read: **RFO0158 and then Company Name**

Submissions are due according to the process schedule previously listed.

- All responses are time and date stamped by the State's email system when they are received. Responses received after Proposals Due Date above will not be considered. The State shall not be responsible for any errors or delays caused by technology-related issues, even if they are caused by the State.
- You must submit an email with your response, or email notification that you will not respond, to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us). Failure to do either of these tasks will count against your program activity and may result in removal from the program.

## General Requirements

#### Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate

or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### **Indemnification**

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

### **Disposition of Responses**

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has

taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms “contract,” “contractor,” and “contracting officer” modified appropriately to preserve the State’s rights.

### **IT Accessibility Standards**

All documents and other work products delivered by the vendor must be accessible in order to conform to the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mnit/programs/policies/accessibility/>.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **Veteran-Owned Small Business Preference**

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

### **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

### **Work Force Certification**

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota

Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

**Equal Pay Certification**

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at [compliance.MDHR@state.mn.us](mailto:compliance.MDHR@state.mn.us).